
Success Through Neighborhood Clean-ups



October, 2006

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Success Through Neighborhood Clean-ups

This booklet has been developed and published through the cooperative efforts of the City of Springfield's Neighborhood Conservation Office (NCO), the Urban Neighborhoods Alliance and the Community Partnership's Caring Communities initiative. Through this booklet, the NCO, the Urban Neighborhoods Alliance and Caring Communities hope to assist interested citizens in preparing and implementing a neighborhood clean-up project within their neighborhoods.

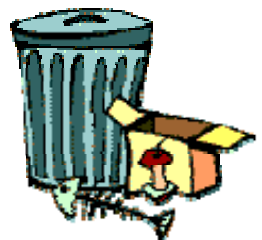
There are many ways in which the process of organizing a neighborhood clean-up can take place. The steps in this booklet provide just one recommended method. Changes to this process may be necessary in order to produce the results that are desired in each individual neighborhood.



First Things First . . . Why Have a Neighborhood Clean-up?

Neighborhood clean-up events can benefit your community in many ways. The most obvious benefit is the ability to beautify your neighborhood by removing large quantities of garbage, brush, tires and more from the area. A secondary benefit is the ability to unite people in your neighborhood under a common purpose - an effort that provides you with the opportunity to have a positive impact on your neighborhood.

- **Health Issues.** A clean neighborhood is a healthy neighborhood. We all know the hazards that outdoor clutter can create by attracting rodents, mosquitoes, feral cats, etc. These health problems are easily prevented by keeping your neighborhood clean.
- **Raise Awareness.** There are many existing resources and services available in Springfield to help keep neighborhoods clean, such as the City's Household Chemical Collection Center, the Yard Waste Recycling Center and the Recycling Hotline (417) 864-1904.



- **Quality of Life.** Studies show that our surroundings have a profound impact on our well-being. A clean neighborhood, free of trash will contribute to an enhanced quality of life for residents. This can, in turn, have a positive impact on image, property values, and other social and economic aspects of your neighborhood.
- **Pride in the Neighborhood.** Creating pride is something so basic, yet so important. Neighborhoods can easily fall into disrepair and despair; however, when people care, we are able to maintain and improve the place that we call home.
- **Bringing People Together.** A neighborhood clean-up event brings residents together to achieve a common goal. The simple act of participation is the very foundation that strong neighborhoods are built on. Through your neighborhood clean-up, community relationships and connections will be formed that will lead to success in future endeavors and help your neighborhood to prosper.



Sounds Good But . . . Where Do We Start?

Here are some suggested steps to take in organizing your neighborhood clean-up:

1. Appoint a Project Coordinator.

A Project Coordinator should be selected for each neighborhood clean-up. The coordinator must be the final authority for all decisions leading up to, during and following your clean-up event. Here are some of the responsibilities of the Project Coordinator:

- **Recruit volunteers** – try to ensure a diverse representation from geographic areas you will be serving. Keep in mind that there are many organizations and institutions with community service requirements from which you can recruit volunteers (schools and universities, fraternities and sororities, Community Alternative Sentence Program (CASP), community agencies, etc.).
- **Work with the Sponsoring Organization** (*See Definition on Page 5*).
- **Lead the decision making process** for securing a site and bids, and for notifying residents.
- **If City of Springfield funding is used, a Project Coordinator is required and is responsible for preparing a final report** (*See Appendix V for requested information*).



Some neighborhoods use a committee structure in order to make clean-ups run more smoothly. Suggested clean-up committees include publicity/communications, logistics, volunteer recruitment, bulky item pick up, and food. Ultimately, even clean-up efforts run by a committee require that a single individual be responsible for coordinating activities with contractors, a host site and any organization funding the event.

2. Identify the Area and Population to be Served.

Naturally, you are going to have a general idea of who you would like your neighborhood clean-up to serve. It is highly important that you establish the boundaries as soon as possible and identify eligible participants.

- **Service Area Boundaries:** Establishing the boundaries of your service area will determine the total number of households that could be served. This information is indispensable when determining the potential cost of mailing flyers and when contracting with your solid waste haulers.
- **Eligible Participants:** Your neighborhood clean-up should focus primarily on neighborhood residents - home owners and renters who actually live within your service area. You want to discourage property owners who do not actually live within the service area from using the neighborhood clean-up. Allowing property owners outside the service area can quickly exhaust the overall capacity of your dumpsters before many neighborhood residents have a chance to participate. Likewise, avoid allowing businesses to participate for the same reason. Being turned away at the last minute because you've reached capacity does not sit well with those who have yet to be served.



The objective is to serve residents who cannot otherwise afford to properly dispose of their unwanted items - not to allow a resident or business to get by without contracting for their own trash service.

Type of Materials Accepted: Will your neighborhood clean-up only take typical household garbage? How about yard waste? Bulky items such as refrigerators or sofas? The type of materials to be accepted should be one of the first decisions a Project Coordinator makes. All literature advertising your clean-up must clearly state which materials may and may not be brought by participants to the site on the day of the event (*See Appendix II*).

3. Secure Funding

Solid waste haulers will not collect and haul your neighborhood's waste for free. Remember, they've got a business to run. Your task is to locate a funding source that will



offset the cost of your potential waste haulers' loading, labor and tipping fees. Consider the following:

- **City Funding:** The City of Springfield periodically provides grants for neighborhood clean-up events. City funding is in the form of a reimbursement and is only available to non-profit organizations that can claim tax exempt status through the United States Internal Revenue Service (501 (c)(3)). The City of Springfield neighborhood clean-up grants are administered by the Planning and Development Department's Neighborhood Conservation Office. If you would like more information on how to apply to the City for funding of your neighborhood clean-up event, please contact the Neighborhood Conservation Office at 864-1031. (*See Appendix I for City Funding Application*)
- **Sponsoring Organizations and Other Funding Sources:** If your organization does not have federal non-profit (501 (c)(3)) status, you may be able to apply for City of Springfield funding with the assistance of a "sponsoring organization." A sponsoring organization is usually a local community service organization (Community Partnership of the Ozarks, Urban Neighborhoods Alliance, etc.) which can serve as an "umbrella" organization for your event by contracting with the City for clean-up funding on your behalf. You should also consult with these local community service organizations to see if they have any other funds that they may be able to apply toward a portion or all of you clean-up event costs. In addition, you can also solicit funds from local businesses in your neighborhood. Some businesses will sponsor a dumpster in exchange for signage promoting their businesses.

4. Identify a Clean-up Site

It is best to pick a centralized site within your service area to hold your clean-up event. Contracting with a waste hauler to provide door-to-door pick-up is expensive and can create numerous logistics problems. Problems such as residents placing items out after the garbage truck has already passed by or placing items that cannot be accepted by the trash hauler can cause a real headache for the Project Coordinator. Remember, once items are placed at the curb, it is the Project Coordinator's responsibility to ensure proper disposal of discarded items. It is suggested that door-to-door or "curb-side" pick-up be avoided altogether or at least limited to small areas (one or two blocks) unless your pick-up service is limited to large items. (*See Page 6: "Bulky Item Pick-up"*).

Your neighborhood clean-up event will need to take place on a site that is of sufficient size to handle the combined traffic and activity associated with customers' vehicles, garbage trucks, and delivery and removal of dumpsters. Parking lots for large institutions such as parks, schools, churches, etc. seem to work the best. These parking lots typically have multiple access points. In

addition, these parking lots are largely empty on Saturday mornings (when clean-up events seem to have the best attendance). When getting approval to use the suggested space, be sure to check on restrictions as well as access to bathrooms, kitchen, pavilion, etc. Further considerations regarding your clean-up site can also be found on Page 8 (*See "Manage Traffic at the Clean-up Site"*).

5. Select Waste Haulers and Secure Bids For Services Provided.

Once you have determined which type of materials will be accepted at your neighborhood clean-up event, start thinking about how you'll lawfully dispose of the waste that you receive from participating residents. Remember, there are a number of items that solid waste haulers cannot or will not take to the landfill. Depending on the types of materials that you are accepting at your clean-up, you may need to solicit bids from a number of different solid waste or salvage contractors. For example, check the possibility of contracting with a tree company to have a wood chipper on site. You may need to contract with multiple solid waste or salvage contractors to ensure that the following sub-categories of waste are removed during your clean-up event:



- Yard Waste - limbs must go in one dumpster, leaves in another dumpster
- Bulky Items (sofas, ect.)
- Metal - extra fees may be applied for disposal
- Tires - extra fees may be applied for disposal
- Appliances - extra fees may be applied for disposal of appliances (this expense should be built into your budget).
- Encourage Recycling- for more information or assistance, call Barbara at 864-2005

There are some items that can't be taken at trash clean-ups. These include TV's, microwaves, pesticides, paint, antifreeze, motor oil and solvents. Information about where these items can be taken is provided in the appendix section.

Bulky Item Pick-Up

Many individuals in your neighborhood may not be physically able to bring their accumulated items to the clean-up site. Large items such as discarded appliances may pose a particular problem even for able-bodied individuals. Consider scheduling a pick-up service during your clean-up event to serve individuals who cannot bring large items to the clean-up site. Make sure that this service is referenced as part of your publicity campaign for individuals who call in advance of the clean-up event. Identify specific volunteers in advance who may be willing to flex their muscles and use their pick-up trucks or trailers to visit those who can not bring their bulky items to the clean-up site. Divide

the neighborhood into zones and designate volunteers to pick up bulky items in their designated zone.

Unfortunately, there are some individuals who may opt to take advantage of your bulky-item pick-up service to discard items not intended to be removed as part of your service. When determining how to operate your bulky-item pick-up service, consider the following tips:

- Residents must notify Project Coordinator prior to clean-up day.
- Determine the maximum number of items per family that will be picked up.
- Determine specific acceptable bulky items, i.e. refrigerators, sofas, etc. that will be taken.
- Bulky item pick-up services can be the most difficult part of a clean-up event to manage. It is not uncommon to arrive at an address to find no item to pick-up or to find extra items intended for pick-up that you were unaware would be at the site. Worse yet, Project Coordinators often receive calls after the conclusion of a clean-up from individuals who were expecting bulky item pick-up service but did not receive it. To avoid this type of scenario, Project Coordinators are encouraged to develop bulky item pick-up forms (*See Appendix III*).
- Bulky item pick-up forms should be filled out in advance of a clean-up and distributed to applicable volunteers on the morning of the event. These forms should be taken by volunteers to each pick-up location to ensure that the correct bulky-items are removed from the site once they arrive. Advance completion of the forms ensures that no addresses are overlooked when driving around the neighborhood to each residence where you will be providing service. A "special note" space is also included on the form so that volunteers can add any necessary information about their activities such as clarifying what items they did and did not pick-up or making notes about properties that they could not access. All forms should be turned in to the Project Coordinator at the conclusion of the event.

Brush Clean-up Tips

Sometimes neighborhoods decide to have their brush, limb and leaf clean-up at a different time than the regular clean-up. Some neighborhoods do curbside pick up in the neighborhood, some have an area designated at the clean-up site for residents to dispose of the brush and leaves and some do both. Whichever is decided, residents must make sure that these guidelines are followed:

- All leaves must be bagged but the bag not be tied.
- Small limbs cannot be longer than four feet in length or larger than 6" across.
- If a neighborhood is doing curbside pick up, residents must call to make a scheduled pick up.

- Sometimes a neighborhood does curbside pick up for brush and has a central location for leaf disposal. In this case, adequate dumpsters are needed for leaf disposal (usually at least two dumpsters).
- If a neighborhood is setting up an area at the clean-up site for residents to deliver brush and leaves, residents must make sure the yard waste is disposed of in the proper containers.

6. Recruit Volunteers!

You should strive to recruit a minimum of 20 volunteers; more if you will be providing bulky-item pick-up. Suggest recruitment from institutional neighbors and volunteer organizations (Division of Youth Services, high schools, CASP, colleges and universities, etc.) Volunteer duties may include:

- Pick-up truck drivers for bulky items
- Dumpster loaders
- Traffic directors
- Sign in/survey person



7. Get the Word Out!



Now, it is time to advertise and let everyone know about your clean-up. If flyers are used, they should be sent/delivered 7-10 days prior to clean-up day. Design a letter or flyer to send to residents informing them of the date, time, place, and other details of your clean-up.

Depending on your budget, you may either mail the flyer or enlist volunteers to deliver them door-to-door. **(Do not place hand delivered flyers in mailboxes because of federal mail regulations!)** It is important to be as specific as possible regarding what items you will or will not accept. Note on the flyer that residents should bring the flyer with them on clean-up day. Door hangers can also be used. *(See Appendix II for a sample flyer.)*

Helpful Tips: Make Your Clean-up More Successful

Suggested Clean-up Check List

- Signs identifying how to get to location; Entrance and Exit for traffic control; "Dumpsite Closed" to keep people from leaving materials on the site after clean-up
- Security tape to close off Entrance/Exit
- Traffic cones
- Duct tape
- Electric cord/adaptor strip (need electricity for coffeepot)
- Coffee pot, filters, coffee cups
- Water source for drinking and washing hands
- Soap
- Paper towels
- First Aid Kit
- Portable Tables
- Trash cans or bags to hold trash volunteers generate
- Chairs, coolers, tent/canopy
- Name tags/markers
- Extra flyers
- Gloves
- Rope
- Camera/film
- Food and drink for workers
- Brooms
- Goggles
- Face Masks
- Shovels
- Clipboards
- Ponchos
- Contact list for volunteers with phone numbers of clean-up coordinator, vendor, etc.

Manage Traffic at the Clean-up Site:

Often times, multiple customers may visit your clean-up event at the same time. Since only two (2) or three (3) customers can unload their waste at any one time, a line of vehicles may form at your clean-up site that will extend back onto the public street. Such a situation can interrupt traffic flow and create safety concerns. To avoid this consider the following:

- **Access Points:** Try to choose a clean-up site that has two (2) to three (3) vehicular access points. One access can serve as your customer entry. The second access point can serve as your customer exit. A third access point can be utilized solely by your waste haulers and volunteers in an effort to avoid the traffic that your clean-up event will inevitably generate.
- **Single Access Driveway:** If you choose a neighborhood clean-up site that only has a single access point, make sure the driveway leading into the site is of sufficient length to allow for at least ten (10) to twelve (12) vehicles to line up on site. In addition, make sure that the driveway width is adequate to allow waste haulers and existing customers to easily navigate past customers waiting in line.
- **Direct your Customers:** Clearly mark entry and exit points to your clean-up sites with signage or by posting a volunteer to direct traffic. Customers can be blocked from using access points meant solely for waste haulers and volunteers by traffic cones and/or barricades. For sites that contain short driveways, the use of traffic cones can create driveway aisles on-site for the stacking of customer vehicles waiting to unload waste.

Arrange to have the dumpsters delivered by 7:00 a.m. Clean-up times generally run from 8 a.m. until 2:00 p.m. The Project Coordinator should be there between 6:30 a.m. and 7:00 a.m. to place dumpsters. It is helpful if dumpster location is already determined prior to clean-up date. Meet with vendor or sponsoring organization to map out dumpster location and send to vendor so that the driver will know where to set them. Request that the driver remain on site to avoid waiting for a full dumpster to be removed.

How to Load Dumpsters:

To fill dumpsters to maximum capacity, have volunteers load back to front, piling trash and bulky items to the top off the dumpster and in the back before moving forward. When dumpster gets close to full at the front, close dumpster door and throw over the sides to fill completely.

Record Keeping:

A sign-in form or survey should be provided to volunteers to secure information from residents utilizing the clean-up. Neighborhoods can use the form or survey to collect additional information they would like to have (see Appendix IV for Sample Sign In Form and Appendix VI for Sample Report with additional information that can be collected at a clean-up).

Money Matters:

Keep very close track of all monetary income and outlay. Provide a mandatory and timely report of all financial activity from each event. Donations collected can be used to reimburse volunteers using personal vehicles for bulky item pick up or to pay for food provided for volunteers.

Volunteers:

People are what make neighborhood organizations successful. Without volunteers, nothing would be accomplished. Therefore, it is important to keep your volunteers motivated. The following are some suggestions to help keep people coming back:

1. SOLICIT new volunteers by talking to previously inactive residents. Give them a personal invitation to become active. This extra attention can go a long way.
2. RESEARCH their talents. Know where they excel, and put them to work attacking problems within your organization.
3. VARY their tasks so that their participation does not become monotonous.
4. CONSULT volunteers on important decisions and policy-making directions including goals, projects, special events, and new ideas.
5. LIGHTEN the atmosphere. Make sure that there are enjoyable aspects to their work so that they will have fun. Smiles and positive attitudes can be contagious.
6. PRAISE achievements. Let people know that their effort and participation is appreciated.
7. LEAD by example. Show your volunteers how to work effectively by being ambitious and enthusiastic about your efforts.
8. REWARD volunteers by providing refreshments such as, bagels or donuts for breakfast and pizza or sandwiches for lunch. Businesses in your neighborhood might be willing to donate food or supplies for your event.



Clean-up after the Clean-up!

All sites should be left free of debris at the conclusion of your clean-up events! There should be an understanding between you, the waste haulers and the institutions hosting your clean-up events on exactly when all debris can be removed from the clean-up site. Failure to facilitate the timely removal of debris from each clean-up site can have negative consequences. Hosting institutions may be less inclined to allow clean-up activities on their property in the future if the site is left in disarray.

Sweep it Up: At the conclusion of your neighborhood clean-up, volunteers should sweep up any debris that may remain at the clean-up site.

Leave a Volunteer On-Site: It is not preferable for you to leave any remaining item unattended including trash, yard waste, bulky items and tires. If waste materials are left for pick-up at the conclusion of your clean-up events, there should be at least one designated individual (preferably the Project Coordinator) on-site until these items are removed.

Secure Items: While it is not desirable for any items to be left overnight, you must make arrangements to have such items monitored and/or secured in such a scenario. Heavy or sharp objects can injure individuals who may venture on-site while items are left unattended. Other miscellaneous debris can be scattered throughout the site by mischievous individuals. It is your responsibility to coordinate with your hosting institution the security of any item that may remain on-site for an extended period of time. Such a scenario must be addressed prior to your neighborhood clean-up event.

Conducting a successful neighborhood clean-up can be hard work, but the results will be noticeable and rewarding. Please contact us if we can provide assistance. Good luck!

Appendix I.

City Report Required Information



Demographics

Total Number of Cars	170
Number From Midtown	52 (31%)

Total Numbers In Household	443
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Notification

Flyer	66
School	9
Midtown Newsletter	13
Door Hanger	20
Radio/Television/Paper	4
Other Neighborhood	15

Volunteers

Drury University	16
Both breakfast and lunch was provided by Drury University	
Neighborhood	18

Bulky Pick-Up

Scheduled	38
Made	37

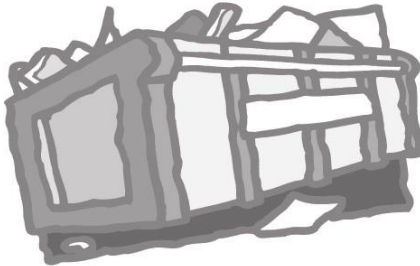
Materials

Total Number of Dumpsters	11
(35.01 Tons)	
One Pick-Up Full Was Taken To WCA Monday	
Tires (Number of Trailers)	2
(26.05 Tons—Estimate 100 Tires Per Ton)	

Metal Trailers (Estimate)	6
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Appendix II. NEIGHBORHOOD CLEAN-UP FLYER

Woodland Heights Neighborhood Association



Neighborhood Clean-Up
Saturday, April 23
8:00 am-2:00 pm
Reed MS Parking Lot
(Enter North Entrance Of Parking Lot Off Campbell St)

ITEMS THAT WILL BE ACCEPTED:

**Furniture, Toys, Appliances (Except Noted Below), Building
Materials (Except Shingles)**

ITEMS THAT WILL NOT BE ACCEPTED:

**Brush or Leaves (Fall Brush Clean-Up Will Be Scheduled At A Later
Date), Computers and/or Monitors, Microwaves, Televisions,
Automotive Products, Adhesives, Paint/Paint Thinner, Pesticides,
Household Cleaners, Aerosol Cans & Pool Chemicals**

**TIRES WILL BE ABLE TO BE DISPOSED OF AT THE GRANT BEACH
NEIGHBORHOOD CLEAN-UP ON APRIL 23 ONLY.**

**Bulky item pick up is available for people without trucks or
residents that are unable to get their items to Reed Middle School
due to physical limitations.**

Call Melissa at 818-1112 to schedule a pick-up.

**Volunteers are needed for this neighborhood event. Call David at
869-6877 if you are willing and able to volunteer.**

**Bring this flyer as proof you live in the
Woodland Heights neighborhood.**



This clean-up is funded through the Neighborhood Conservation
Office at the City of Springfield and contracted through either Caring
Communities or the Urban Neighborhoods Alliance.

Appendix III. City of Springfield Neighborhood Clean-up Funds Organization Application

1. **Sponsoring Organization** (*This is the tax exempt 501(c)(3) organization that will contract with the City for the use of neighborhood clean-up funds.*) _____
2. **Contact Information for Applicant Organization** (*Name of contact person, address, phone number.*) _____
3. **Applicant Organization** (*This is the organization that will actually be conducting the clean-up activities. Note: Only if different than the sponsoring organization.*) _____
4. **Clean-up Coordinator** (*Name of coordinator, address, phone number. Note: Only if different than the applicant organization contact.*) _____
5. **Number of Proposed Clean-up Events** _____
6. **Proposed Date(s) of Clean-up** _____
7. **Proposed Location(s) of Clean-up Events** _____
8. **Geographic Service Area of Each Clean-up Event** _____

9. **Customer Service Base of Each Clean-up Event** (*Residents, homeowners, elderly, businesses, etc.?*) _____
10. **Volunteer Base** _____
11. **All Services to Be Provided** (*Trash removal, yard waste, tires, bulky items, scrap metal, pick-up service, other. Note: The collection and removal of hazardous materials not accepted at a landfill is not an eligible activity.*) _____

12. **Individual Cost Estimates for Each Service to be Provided** (*Note: Include separate cost estimates for each proposed clean-up event.*)

Trash Removal	_____
Yard Waste	_____
Tire	_____
Bulky Item P/U	_____
Scrap Metal	_____
TOTAL	_____
13. **Activities for Which You Would Like City Funding** (*Note: Eligible activities are limited to material costs and payment of contractor services. Project Coordinator fees are not an eligible expense.*)

Appendix IV. Sample Bulky Item Pick-Up Form
(Often in the Form of Index Cards)

Name:
Address:
Phone:
Items:
SPECIAL NOTE:
Driver

Divide the neighborhood into zones using this or a similar form and designate volunteers to pick up bulky items in their designated zone.

Appendix V. Neighborhood Clean-up Sign-In Form

Name _____ Phone _____

Address _____ # In Household _____

Are you an Association Member? _____

How did you hear about the clean-up? Flyer _____ Newsletter _____ Other _____

Name _____ Phone _____

Address _____ # In Household _____

Are you an Association Member? _____

How did you hear about the clean-up? Flyer _____ Newsletter _____ Other _____

Name _____ Phone _____

Address _____ # In Household _____

Are you an Association Member? _____

How did you hear about the clean-up? Flyer _____ Newsletter _____ Other _____

Name _____ Phone _____

Address _____ # In Household _____

Are you an Association Member? _____

How did you hear about the clean-up? Flyer _____ Newsletter _____ Other _____

Name _____ Phone _____

Address _____ # In Household _____

Are you an Association Member? _____

How did you hear about the clean-up? Flyer _____ Newsletter _____ Other _____

Appendix VI. Neighborhood Clean-up Day Report



Grant Beach Neighborhood Fall Leaf, Brush & Full Clean-Up Saturday, October 22 & 29, 2005 Follow-Up Report

Number of dumpster used to haul standard waste: 6
Number of dumpsters used to haul yard waste: Chipper Used for 8 ½ Hours
Number of dumpsters/trucks used to haul bulky items: 7
Number of dumpsters/trucks used to haul tires: Drop-off site
Number of dumpsters/trucks used to haul scrap metal: 3
Number of tires removed: 80
Number of properties visited to pick up items: 60
Estimated number of volunteers and volunteer hours: 49/3 Volunteers/268.5
Estimate of total households served: 90
Summary of publicity: Newsletter announcement

